

In the claims

1. (Canceled)
2. (Previously Amended) The method according to claim 27, wherein the first item of contact information is received through a website.
3. (Previously Amended) The method according to claim 27, wherein the first item of contact information is received from a first sales representative and the second item of contact information is received from a second sales representative.
4. (Previously Amended)) The method according to claim 3, wherein the first and second items of information are sent to a third sales representative.
5. (Previously Amended) The method according to claim 27, wherein the entity is a business.
6. (Previously Amended) The method according to claim 27, wherein the first item of contact information is associated with a sales representative.
7. (Canceled)
8. (Canceled)
9. (Previously Amended) The method according to claim 27, wherein reports are generated, including a follow up list.
10. (Original) The method according to claim 9, wherein the follow up list is sorted chronologically.
11. (Previously Amended) The method according to claim 27, wherein sales representatives are automatically notified of appointed contacts.

12-22. (Canceled)

23. (Previously Amended) The method of claim 29, wherein sales representatives are automatically notified of appointed contacts.

24. (Cancelled)

25. (Cancelled)

26. (Canceled)

27. (Currently amended) A method for retaining and using contact information, comprising:

receiving a first item of contact information from one of a plurality of sales representatives;

storing the first item of contact information in a database and associating the contact information with a particular entity;

receiving and storing information in the database regarding the quality of one or more contacts with the particular entity, the quality of one or more contacts ~~providing~~ being indicated by one of a set of specific guidelines indicating the value of the contact to the sales representatives, the set of guidelines including at least: an indication of whether the contact with the particular entity is for post-sale maintenance or- and an indication for offering a contact that furthered future sales opportunities that could lead to additional business;

receiving and storing information in the database regarding the classification of the same one or more contacts wherein information regarding quality was also received about the particular entity, the class of one or more contacts being indicated from a set of specific customer classes including at least: a reactive contact, a contact requiring a proactive sales effort and a target contact where customers classified as reactive are those that initiated the contact with the sales representative, where customers classified as

proactive are those where a sales representative initiated the contact with the customer and targets which are customers with no known relationship with the company but may be interested in services of the company;

receiving billing information associated with the particular entity in the database for review by sales representatives;

receiving a second item of contact information from one of a plurality of sales representatives; and

the second item of contact information received after the first item of contact information, and

the first and second items of contact information made available to the plurality of sales representatives.

28. (Previously Amended) The method according to claim 27, wherein the first item of contact information is characterized as having a first quality that provides at least an indication that the contact with the particular entity is a for post-sale maintenance and the second item of contact information is characterized as having a second quality related to the particular entity different from the first quality where the second quality provides at least an indication that the contact with the particular entity is for offering future sales opportunities.

29. (Currently amended) A method of tracking the performance of ~~[[an]]~~ a ~~employee~~ sales representative, comprising:

receiving customer contact information related to a customer contact from the ~~employee~~ sales representative, including information related to the quality of the customer contact ~~where the information related to the quality of the customer contact provides at least an indication of whether the customer contact is for post-sale maintenance or for offering future sales opportunities, the quality of the contact providing~~ being indicated by one of a set of specific guidelines indicating the value of the contact to the sales representatives including: an indication of whether the contact with the particular entity is for post-sale maintenance and offering an indication of whether the

contact with the particular entity is for furthering future sales opportunities that lead to additional business;

receiving customer contact information related to a customer contact from the sales representative related to the classification of the contact where information concerning the quality of the contact has also been received about the particular entity, the class of the contact being indicated by a set of specific guidelines including an indication of whether the contact with the particular entity is a reactive contact, a contact requiring a proactive sales effort or a target contact where customers classified as reactive are those that initiated the contact with the sales representative, where customers classified as proactive are those where a sales representative initiated the contact with the customer and targets which are customers with no known relationship with the company but may be interested in services of the company;

storing the customer contact information in a database;

associating the employee with the customer contact information received;

producing a report including at least some of the customer contact information associated with the employee sales representative; and

reviewing the information of the quality of the customer contacts associated with the employee sales representative to determine performance of the employee sales representative.

30. (Currently amended) A system for retaining customer contact information, comprising:

a menu-driven interface portion communicating with a plurality of sales representatives and adapted to send and receive information from the plurality of sales representatives; and

a database in communication with the menu-driven interface portion, the database comprising memory and information in the memory, including contact information related to a customer and billing information associated with the customer for review by the sales representatives,

the system permitting one of the plurality of sales representatives to store information related to the customer and another of the plurality of sales representatives to retrieve information related to the customer,

the information stored being associated with a particular module representing [[a]] the quality and classification of customers, wherein the customers are classified by how contact with the customer has occurred, the classifications including at least reactive, proactive and target, where customers classified as reactive are those that initiated the contact with the sales representative, ~~and~~ where customers classified as proactive are those where a sales representative initiated the contact with the customer and targets which are customers with no known relationship with the company but may be interested in services of the company, wherein further the quality of the customer is indicated by one of a set of specific guidelines indicating the value of the contact to the sales representatives including at least: an indication of whether the contact with the particular entity is for post-sale maintenance and an indication of whether the contact with the particular entity is for furthering future sales opportunities that lead to additional business.

31. (Previously Presented) The method of claim 27, further comprising storing information into the database to reflect that a particular entity desires not to be contacted in the future.

32. (Previously Presented) The system of claim 30, wherein information is stored in the database noting whether a particular entity has requested not to be contacted in the future.